



Oregon Coast Community Action PERSONNEL POLICY

Policy Name: Donor Privacy Policy

Policy#: 792

Approved by Head Start Policy Council: June 12, 2007

Approved by Board of Directors: August 27, 2007

Effective Date: August 27, 2007

Supersedes: NEW

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Purpose: This privacy policy articulates the principles, actions and beliefs of ORCCA with regard to the information collected, retained and used related to some of our primary supporters, including our donors, volunteers, prospects, and affiliated agencies and organizations. This policy is intended to guide the actions of the ORCCA employees, Board of Director's members, Policy Council, volunteers, contractors and authorized representatives.

This information includes:

- Personal information obtained from donors, volunteers and prospects through pledge cards, letters, surveys, applications, and other forms, in writing, in person, by telephone, or electronically (e.g. name, address, employer, birth date, credit card number, family members, interests, etc.).
- Individual information may also be collected about donors, volunteers and prospects' present and past giving history, volunteer activity, committee service, information from public documents and reports, and any other interactions an individual may have had with ORCCA.

Policy:

We value all donors (including employees, Board of Director's members and Policy Council), volunteers and prospects (hereafter referred to as our "supporters") and take their privacy seriously. We will respect the privacy of the personal and organizational information that we are privileged to have about our supporters. Our commitment to respect the privacy of our supporters extends to how we obtain, use, protect and share information about them. This privacy policy is intended to be applied in conjunction with related ORCCA policies, including, but not limited to, the Donor Bill of Rights and ORCCA Confidentiality Policy.

Principles, Actions, and Beliefs:

- We do not sell supporter information.
- Without the supporter's consent, we do not provide their information to organizations or individuals outside ORCCA.
- We contractually require any person or organization providing services to ORCCA to protect the confidentiality of supporter information.
- We will hold strictly confidential all information concerning donors and prospects, including names, addresses, names of beneficiaries, nature and value of estates, amounts of provisions or gifts, etc., unless a donor or prospect grants permission to use selective information for purposes of referral, testimonial, example, recognition, or publicity.

- We have procedures in place to limit access to information to those employees and volunteers who need to know such information in order to fulfill our mission.
- We educate our employees and volunteers on the importance of protecting the privacy and security of confidential personal and organizational information.
- We will use our best efforts to comply with the expressed wishes of any supporter who does not want their name used in any promotional material, wishes their name removed from solicitation lists, or wishes to have their gifts or services be anonymous.
- We will collect, use and share information about our supporters among employees and volunteers only on a needs-to-know basis and for the sole purpose of carrying out ORCCA's mission.

ORCCA: A Donor Bill of Rights

- The right to be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- The right to be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- The right to have access to the organization's most recent financial statements.
- The right to be assured their gifts will be used for the purposes for which they were given.
- The right to receive appropriate acknowledgement and recognition or to remain anonymous if desired.
- The right to be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- The right to expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- The right to be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- The right to have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- The right to feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

ORCCA expects all persons (defined above) to conduct business in accordance with relevant policies, procedures, and laws and to refrain from any illegal, dishonest, or unethical conduct.

Disregarding or failing to comply with this donor policy could lead to disciplinary action, up to and including possible termination of employment or removal from the Board of Directors or Policy Council.

For Staff:

1. Receive a verbal warning and documentation in their personnel file
2. Receive a written warning and documentation in their personnel file

3. Be terminated as an employee of ORCCA

For Board Members or Policy Council:

1. Be reprimanded by the ORCCA Board of Directors or Policy Council
2. Be removed from the ORCCA Board of Directors or Policy Council